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Strategic Technology Services

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Technical Expertise – Business Perspective

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SUMMARY

Technology Expert

- Web: HTML, XML, CSS, JavaScript, GoLive, Dreamweaver, Photoshop.
- Internet: IP, TCP, UDP, HTTP, SMTP, POP, FTP, SOAP, XML.
- Web Services: eCommerce, mailing lists, scheduling, online donations.
- Database & Transactions: SQL, DB2, ODBC/JDBC, CICS, SQL Server.
- Operating Systems: MS Windows XP/2000, Mac OS X, UNIX/Linux, z/OS.
- Network Security: virus, spyware, and spam prevention.
- Office Systems: Microsoft Office (all versions), Microsoft Project, Microsoft Visio.
- Software Tools: source control, inventory, problem tracking.
- Software Languages: C/C++, Java, IBM/390 Assembler
- Development Process: Agile and rigorous practices, eXtreme Programming, CMMi.

Skilled Communicator

- Web sites, including developing content.
- Copy for annual reports and product brochures.
- Documentation for software products – developer and end-user.
- Technical marketing materials.
- Training materials and classes.
- Technology articles for small business publications, technical white papers, product evaluations, and competitive analyses.
- Technical and business problem solving.
- Contract negotiation.
- Mentoring and coaching.

Experienced Technology Manager

- Managed over 70 major technology projects to successful completion: on schedule and under budget.
- Developed technology strategies and roadmaps.
- Developed technical business plans.
- Led multi-site teams in both startup and corporate environments - domestic and International operations.
- Managed the complete software lifecycle with well-defined, efficient processes.
- Built positive, productive relationships with major technology partners.
- Organized, recruited, and mentored technical management staff and key engineers.
- Performed technical due diligence on 10 companies and technologies.
- Played key roles in 7 company mergers.

EXPERIENCE DETAILS

2002 – Present – **Strategic Technology Services – Principal** – San Anselmo, CA

- Evaluate existing web sites, then redesign and implement replacement sites to fulfill emerging business requirements.
- Design and implement new web sites, including authoring and editing content.
- Maintain web sites and publish site maintenance procedures.
- Teach classes in how to use the Internet effectively in businesses and nonprofits.
- Evaluate and select commercial software products that fulfill client business requirements.
- Assess the IT infrastructure of small businesses and nonprofits.
- Perform technical due diligence on software products and technical organizations.
- Assist software companies in business planning.
- Write technology management articles for trade publications.
- Write and edit copy for technical marketing materials.

1999 – 2002 – **Level 8 Systems - VP Product Development** – Berkeley, CA

- Managed 70 people in five locations: Berkeley, CA; Dulles, VA; Princeton, NJ; Boca Raton, FL; Austin, TX.
- Responsible for development engineering, quality assurance, customer support, technical publications, training, and information services.
- Delivered the first commercial release of a desktop integration tool, within six months of acquiring the code – personally wrote and edited developer documentation for the product.
- Delivered major releases of a Cisco router-based gateway connecting Windows workstations to DB2 and CICS mainframe systems.
- Delivered major releases of database access tools providing ODBC/JDBC access to remote IBM DB2 systems.
- Integrated the StarQuest and Level 8 development teams subsequent to StarQuest's acquisition by Level 8.
- Managed development partnerships with Cisco, Amdocs, and Merrill Lynch.
- Staffed key development, quality assurance, and customer support positions.
- Mentored and coached technical management team.

1994 – 1999 – **PeerLogic - VP Product Development** – San Francisco, CA

- Managed 60 people in three locations: San Francisco, CA; Austin, TX; and Manchester, UK.
- Responsible for development engineering, quality assurance, technical publications, customer support, and information services.
- Performed due diligence on three merger/acquisition candidates.
- Established and staffed a subsidiary in the UK and a branch office in Austin, TX.
- Implemented reliable, consistent processes for change control and problem tracking.
- Significantly improved product quality - reduced the problem backlog from over 500 problems to under 10, all cosmetic.
- Managed key customer relationships with Legent (now part of Computer Associates) and Verizon – turning adversarial relationships into cooperative ones.
- Delivered semi-annual major releases of a cross-platform (UNIX, Windows, z/OS) messaging product.
- Integrated object request broker technology into the PeerLogic product set and introduced a Java object request broker.
- Personally edited all product documentation and reviewed all product design.

1988 – 1994 – **Apple Computer – President, Orion Subsidiary** – Berkeley, CA

- Managed a 45-person subsidiary of Apple Computer.
- Responsible for development engineering, product management, finance, information services, quality assurance, and technical publications.
- Helped open the enterprise market for Apple products by delivering software products that connected Apple computers to enterprise networks and services.
- Managed the transition from procedural to object-oriented development and from OEM to end-user software products.
- Designed and implemented efficient development processes and standards later adopted by Apple's enterprise software group.
- Created Apple's first enterprise customer support organization.
- Localized all products for world markets.
- Edited all product documentation.
- Managed key marketing and development partnerships with IBM and Mitsubishi.
- One of thirty managers selected to attend the Apple Management Institute, an international executive program at INSEAD in Fontainebleau, France.

1986 – 1988 – **Orion Network Systems – Sr. Technical Manager** – Berkeley, CA

- Personally designed and implemented an OEM software product based on IBM's message queuing architecture.
- Wrote all product documentation and training materials and conducted customer training.
- Worked closely with major customers (AT&T and Bull) to integrate queuing support into their products.

EDUCATION

BA Mathematics – University of Texas, Austin TX

Project Management – Apple Computer – Cupertino, CA

Total Quality Management – Apple Computer – Cupertino, CA

Apple Management Institute – INSEAD – Fontainebleau, France

Streamlining the Product Development Process – CalTech – Pasadena, CA

Communications Skills – *CommunicationOptions* – Berkeley, CA

PROFESSIONAL ORGANIZATIONS

SofTech – North Bay Technical Professional Organization